

New Mexico Health Policy Commission

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Survey Instruments and Purpose

Survey Instruments	New Mexico Health Policy Commission does not administer the survey itself, but collects and reports CAHPS data.
Version/Population	
Languages	
Additions/Changes to Instruments	
Purpose of Project	<ul style="list-style-type: none"> • Report to constituencies, consumers and legislators • Forward data to National CAHPS Benchmarking Database

Survey Administration

Administered Since	
Administration Mode	New Mexico law requires HEDIS protocol (mail with telephone followup).

Uses of Survey Results

Reporting	The Commission publishes the results in a brochure and posts them on the Web so consumers can look up and compare plans. They also publish a "Quick Facts" brochure, which they send to the State legislature to report all the findings that are collected. Additionally, they share results with other health agencies, including those dealing with Medicaid, human services, child health, and long-term care.
Quality Improvement	
Marketing/Publicity	They send press releases to newspapers as well as brochures and emails to consumers notifying them about upcoming reports.

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